



Your business
is our business.

REDACTED – FOR PUBLIC INSPECTION

7852 Walker Drive, Suite 200
Greenbelt, Maryland 20770
phone: 301-459-7590, fax: 301-577-5575
internet: www.jsitel.com, e-mail: jsi@jsitel.com

September 30, 2013

By Hand Delivery

Marlene H. Dortch, Secretary
Federal Communications Commission
Office of the Secretary
445 12th Street, SW
Washington, DC 20554

**Re: WC Docket No. 10-90, WC Docket No. 11-42
2013 ETC Annual Report of Ellijay Telephone Company
Study Area Code 220360**

Dear Ms. Dortch:

On behalf of Ellijay Telephone Company “Ellijay”, JSI files the attached confidential and redacted versions of the FCC Form 481 ETC annual reporting information pursuant to sections 54.313 and 54.422 of the Commission’s rules.¹ Ellijay seeks confidential treatment under Protective Order for section 54.313(f)(2) financial information.² The redacted version is also being filed this date via the FCC’s Electronic Comment Filing System.

Please direct any questions regarding the filing to the undersigned.

Sincerely,

John Kuykendall
JSI Vice President
301-459-7590
jkuykendall@jsitel.com

cc: Charles Tyler, Telecommunications Access Policy Division (two copies, confidential)

¹ 47 C.F.R. §§ 54.313, 54.422.

² *Connect America Fund et al.*, WC Docket No. 10-90 *et al.*, Protective Order, DA 12-1857 rel. Nov. 16, 2012 (Protective Order). 47 C.F.R. § 54.313(f)(2).

FCC Form 481 - Carrier Annual Reporting Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010> Study Area Code	220360
<015> Study Area Name	ELLIJAY TEL CO
<020> Program Year	2014
<030> Contact Name: Person USAC should contact with questions about this data	Darrell Harper
<035> Contact Telephone Number: Number of the person identified in data line <030>	706-697-5519
<039> Contact Email Address: Email of the person identified in data line <030>	darrellh@ellijay.com

ANNUAL REPORTING FOR ALL CARRIERS	54.313 Completion Required	54.422 Completion Required
<100> Service Quality Improvement Reporting (complete attached worksheet)	<input type="checkbox"/>	<input type="checkbox"/>
<200> Outage Reporting (voice) (complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<210> <input checked="" type="checkbox"/> <-- check box if no outages to report		
<300> Unfulfilled Service Requests (voice) (attach descriptive document)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<310> Detail on Attempts (voice)		
<320> Unfulfilled Service Requests (broadband) (attach descriptive document)	<input type="checkbox"/>	<input type="checkbox"/>
<330> Detail on Attempts (broadband) (attach descriptive document)	<input type="checkbox"/>	<input type="checkbox"/>
<400> Number of Complaints per 1,000 customers (voice)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<410> Fixed 0.0		
<420> Mobile		
<430> Number of Complaints per 1,000 customers (broadband)	<input type="checkbox"/>	<input type="checkbox"/>
<440> Fixed		
<450> Mobile		
<500> Service Quality Standards & Consumer Protection Rules Compliance (check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<510> 220360GA510 (attached descriptive document)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<600> Functionality in Emergency Situations (check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<610> 220360GA610 (attached descriptive document)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<700> Company Price Offerings (voice) (complete attached worksheet)	<input type="checkbox"/>	<input type="checkbox"/>
<710> Company Price Offerings (broadband) (complete attached worksheet)	<input type="checkbox"/>	<input type="checkbox"/>
<800> Operating Companies and Affiliates (complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<900> Tribal Land Offerings (Y/N)? (if yes, complete attached worksheet)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<1000> Voice Services Rate Comparability (check to indicate certification)	<input type="checkbox"/>	<input type="checkbox"/>
<1010> (attach descriptive document)	<input type="checkbox"/>	<input type="checkbox"/>
<1100> Terrestrial Backhaul (Y/N)? (if not, check to indicate certification)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<1110> (complete attached worksheet)	<input type="checkbox"/>	<input type="checkbox"/>
<1200> Terms and Condition for Lifeline Customers (complete attached worksheet)	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Price Cap Carriers, Proceed to Price Cap Additional Documentation Worksheet

Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers

<2000>	(check to indicate certification)	<input type="checkbox"/>	<input type="checkbox"/>
<2005>	(complete attached worksheet)	<input type="checkbox"/>	<input type="checkbox"/>

Rate of Return Carriers, Proceed to ROR Additional Documentation Worksheet

<3000>	(check to indicate certification)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<3005>	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input type="checkbox"/>

**(100) Service Quality Improvement Reporting
Data Collection Form**

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

<010>	Study Area Code	220360
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<030>	Contact Name - Person USAC should contact regarding this data	Darrell Harper
<035>	Contact Telephone Number - Number of person identified in data line <030>	706-697-5519
<039>	Contact Email Address - Email Address of person identified in data line <030>	darrellh@ellijay.com
<110>	Has your company received its ETC certification from the FCC?	(yes / no) <input type="radio"/> <input checked="" type="radio"/>
<111>	If your answer to Line <110> is yes, do you have an existing §54.202(a) "5 year plan" filed with the FCC?	(yes / no) <input type="radio"/> <input type="radio"/>

If your answer to Line <111> is yes, then you are required to file a progress report, on line <112> delineating the status of your company's existing § 54.202(a) "5 year plan" on file with the FCC, as it relates to your provision of voice telephony service.

<112> Attach Five-Year Service Quality Improvement Plan or, in subsequent years, your annual progress report filed pursuant to 47 C.F.R. § 54.313(a)(1). If your company is a CETC which only receives frozen support, your progress report is only required to address voice telephony service.

Name of Attached Document (.pdf)

Please check these boxes below to confirm that the attached PDF, on line 112, contains a progress report on its five-year service quality improvement plan pursuant to § 54.202(a). The information shall be submitted at the wire center level or census block as appropriate.

- <113> Maps detailing progress towards meeting plan targets
- <114> Report how much universal service (USF) support was received
- <115> How (USF) was used to improve service quality
- <116> How (USF) was used to improve service coverage
- <117> How (USF) was used to improve service capacity
- <118> Provide an explanation of network improvement targets not met in the prior calendar year.

<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

[illegible]

<010>	Study Area Code	220360
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09/23/2013

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OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

<010>	Study Area Code	220360
<015>	Study Area Name	ELLIJAY TEL CO
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Darrell Harper
<035>	Contact Telephone Number - Number of person identified in data line <030>	706-697-5519
<039>	Contact Email Address - Email Address of person identified in data line <030>	darrellh@ellijay.com
<810>	Reporting Carrier	Ellijay Tel Co
<811>	Holding Company	
<812>	Operating Company	Ellijay Tel Co

[illegible]

(900) Tribal Lands Reporting Data Collection Form		FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010>	Study Area Code	220360
<015>	Study Area Name	ELLIJAY TEL CO
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Darrell Harper
<035>	Contact Telephone Number - Number of person identified in data line <030>	706-697-5519
<039>	Contact Email Address - Email Address of person identified in data line <030>	darrellh@ellijay.com

<910> Tribal Land(s) on which ETC Serves

<920> Tribal Government Engagement Obligation

Name of Attached Document (.pdf)

If your company serves Tribal lands, please select (Yes,No, NA) for each these boxes to confirm the status described on the attached PDF, on line 920, demonstrates coordination with the Tribal government pursuant to § 54.313(a)(9) includes:

- <921> Needs assessment and deployment planning with a focus on Tribal community anchor institutions;
- <922> Feasibility and sustainability planning;
- <923> Marketing services in a culturally sensitive manner;
- <924> Compliance with Rights of way processes
- <925> Compliance with Land Use permitting requirements
- <926> Compliance with Facilities Siting rules
- <927> Compliance with Environmental Review processes
- <928> Compliance with Cultural Preservation review processes
- <929> Compliance with Tribal Business and Licensing requirements.

Select (Yes,No, NA)

**(1100) No Terrestrial Backhaul Reporting
Data Collection Form**

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

<010>	Study Area Code	220360
<015>	Study Area Name	ELLIJAY TEL CO
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<030>	Contact Name - Person USAC should contact regarding this data	Darrell Harper
<035>	Contact Telephone Number - Number of person identified in data line <030>	706-697-5519
<039>	Contact Email Address - Email Address of person identified in data line <030>	darrellh@ellijay.com

<1120> Please check this box to confirm no terrestrial backhaul options exist within the supported area pursuant to § 54.313(G) ☐

<1130> Please check this box to confirm the reporting carrier offers broadband service of at least 1 Mbps downstream and 256 kbps upstream within the supported area pursuant to § 54.313(G) ☐

(1200) Terms and Condition for Lifeline Customers Lifeline Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010>	Study Area Code	220360
<015>	Study Area Name	ELLIJAY TEL CO
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<039>	Contact Email Address - Email Address of person identified in data line <030>	darrellh@ellijay.com

<1210>	Terms & Conditions of Voice Telephony Lifeline Plans	220360GA1210
	Name of attached document (.pdf)	

<1220>	Link to Public Website	HTTP
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“Please check these boxes below to confirm that the attached PDF, on line 1210, or the website listed, on line 1220, contains the required information pursuant to § 54.422(a)(2) annual reporting for ETCs receiving low-income support, carriers must annually report:

<1221>	Information describing the terms and conditions of any voice telephony service plans offered to Lifeline subscribers,	<input checked="" type="checkbox"/>
<1222>	Details on the number of minutes provided as part of the plan,	<input checked="" type="checkbox"/>
<1223>	Additional charges for toll calls, and rates for each such plan.	<input checked="" type="checkbox"/>

(2000) Price Cap Carrier Additional Documentation

Data Collection Form

Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

<010>	Study Area Code	220360
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<039>	Contact Email Address - Email Address of person identified in data line <030>	darrellh@ellijay.com

CHECK the boxes below to note compliance as a recipient of Incremental Connect America Phase I support, frozen High Cost support, High Cost support to offset access charge reductions, and Connect America Phase II support as set forth in 47 CFR § 54.313(b),(c),(d),(e) the information reported on this form and in the documents attached below is accurate.

Incremental Connect America Phase I reporting

- <2010> 2nd Year Certification {47 CFR § 54.313(b)(1)}
- <2011> 3rd Year Certification {47 CFR § 54.313(b)(2)}

Price Cap Carrier Receiving Frozen Support Certification {47 CFR § 54.312(a)}

- <2012> 2013 Frozen Support Certification
- <2013> 2014 Frozen Support Certification
- <2014> 2015 Frozen Support Certification
- <2015> 2016 and future Frozen Support Certification

Price Cap Carrier Connect America ICC Support {47 CFR § 54.313(d)}

- <2016> Certification Support Used to Build Broadband

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Connect America Phase II Reporting {47 CFR § 54.313(e)}

- <2017> 3rd year Broadband Service Certification
- <2018> 5th year Broadband Service Certification
- <2019> Interim Progress Certification
- <2020> Please check the box to confirm that the attached PDF , on line 2021, contains the required information pursuant to § 54.313 (e)(3)(ii), as a recipient of CAF Phase II support shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year.
- <2021> Interim Progress Community Anchor Institutions

Name of Attached Document Listing Required Information

(3000) Rate Of Return Carrier Additional Documentation

FCC Form 481

Data Collection Form

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

<010>	Study Area Code	220360
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<039>	Contact Email Address - Email Address of person identified in data line <030>	darrellh@ellijay.com

CHECK the boxes below to note compliance on its five year service quality plan (pursuant to 47 CFR § 54.202(a)) and, for privately held carriers, ensuring compliance with the financial reporting requirements set forth in 47 CFR § 54.313(f)(2). I further certify that the information reported on this form and in the documents attached below is accurate.

Progress Report on 5 Year Plan

<p>(3010) Milestone Certification {47 CFR § 54.313(f)(1)(i)} Please check this box to confirm that the attached PDF, on line 3012, contains the required information pursuant to § 54.313 (f)(1)(ii), as a recipient of CAF Phase II support shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year.</p>	<p>Name of Attached Document Listing Required Information</p>	<div style="border: 1px solid black; width: 20px; height: 15px; margin-bottom: 5px;"></div>
<p>(3012) Community Anchor Institutions {47 CFR § 54.313(f)(1)(ii)} (3013) Is your company a Privately Held ROR Carrier {47 CFR § 54.313(f)(2)} (3014) If yes, does your company file the RUS annual report Please check these boxes to confirm that the attached PDF, on line 3017, contains the required information pursuant to § 54.313(f)(2) compliance requires:</p>	<p>Name of Attached Document Listing Required Information</p>	<div style="display: flex; align-items: center;"> <input checked="" type="checkbox"/> (Yes/No) </div> <div style="display: flex; align-items: center;"> <input type="checkbox"/> (Yes/No) </div>
<p>(3015) Electronic copy of their annual RUS reports (Operating Report for Telecommunications Borrowers)</p>		<div style="border: 1px solid black; width: 20px; height: 15px; margin-bottom: 5px;"></div>
<p>(3016) PDF of Balance Sheet, Income Statement and Statement of Cash Flows</p>		<div style="border: 1px solid black; width: 20px; height: 15px;"></div>
<p>(3017) If the response is yes on line 3014, attach your company's RUS annual report and all required documentation</p>	<p>Name of Attached Document Listing Required Information</p>	
<p>(3018) If the response is no on line 3014, Is your company audited? If the response is yes on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains:</p>		<div style="display: flex; align-items: center;"> <input checked="" type="checkbox"/> (Yes/No) </div>
<p>(3019) Either a copy of their audited financial statement; or (2) a financial report in a format comparable to RUS Operating Report for Telecommunications</p>		<div style="display: flex; align-items: center;"> <input checked="" type="checkbox"/> </div>
<p>(3020) PDF of Balance Sheet, Income Statement and Statement of Cash Flows</p>		<div style="display: flex; align-items: center;"> <input checked="" type="checkbox"/> </div>
<p>(3021) Management letter issued by the independent certified public accountant that performed the company's financial audit. If the response is no on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains: Copy of their financial statement which has been subject to review by an independent certified public accountant; or 2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers,</p>		<div style="display: flex; align-items: center;"> <input checked="" type="checkbox"/> </div>
<p>(3022) Underlying information subjected to a review by an independent certified public accountant</p>		<div style="border: 1px solid black; width: 20px; height: 15px; margin-bottom: 5px;"></div>
<p>(3023) Underlying information subjected to an officer certification.</p>		<div style="border: 1px solid black; width: 20px; height: 15px; margin-bottom: 5px;"></div>
<p>(3024) PDF of Balance Sheet, Income Statement and Statement of Cash Flows</p>		<div style="border: 1px solid black; width: 20px; height: 15px;"></div>
<p>(3025) Attach the worksheet listing required information</p>	<p>Name of Attached Document Listing Required Information</p>	<p>220360GA3026</p>

Certification - Reporting Carrier Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<039> Contact Email Address - Email Address of person identified in data line <030>	darrellh@ellijay.com

TO BE COMPLETED BY THE REPORTING CARRIER, IF THE REPORTING CARRIER IS FILING ANNUAL REPORTING ON ITS OWN BEHALF:

Certification of Officer as to the Accuracy of the Data Reported for the Annual Reporting for CAF or LI Recipients	
I certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual reporting requirements for universal service support recipients; and, to the best of my knowledge, the information reported on this form and in any attachments is accurate.	
Name of Reporting Carrier:	
Signature of Authorized Officer:	Date
Printed name of Authorized Officer:	
Title or position of Authorized Officer:	
Telephone number of Authorized Officer:	
Study Area Code of Reporting Carrier:	Filing Due Date for this form:
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

Certification - Agent / Carrier Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010>	Study Area Code	220360
<015>	Study Area Name	ELLIJAY TEL CO
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<035>	Contact Telephone Number - Number of person identified in data line <030>	706-697-5519
<039>	Contact Email Address - Email Address of person identified in data line <030>	darrellh@ellijay.com

TO BE COMPLETED BY THE REPORTING CARRIER, IF AN AGENT IS FILING ANNUAL REPORTS ON THE CARRIER'S BEHALF:

Certification of Officer to Authorize an Agent to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I certify that (Name of Agent) <u>John Staurulakis, Inc.</u> is authorized to submit the information reported on behalf of the reporting carrier. I also certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual data reporting requirements provided to the authorized agent; and, to the best of my knowledge, the reports and data provided to the authorized agent is accurate.	
Name of Authorized Agent:	John Staurulakis, Inc.
Name of Reporting Carrier:	ELLIJAY TEL CO
Signature of Authorized Officer:	CERTIFIED ONLINE Date: 09/23/2013
Printed name of Authorized Officer:	Cora Payne
Title or position of Authorized Officer:	Assistant Secretary
Telephone number of Authorized Officer:	706-276-2271
Study Area Code of Reporting Carrier:	220360 Filing Due Date for this form: 10/15/2013
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

TO BE COMPLETED BY THE AUTHORIZED AGENT:

Certification of Agent Authorized to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I, as agent for the reporting carrier, certify that I am authorized to submit the annual reports for universal service support recipients on behalf of the reporting carrier; I have provided the data reported herein based on data provided by the reporting carrier; and, to the best of my knowledge, the information reported herein is accurate.	
Name of Reporting Carrier:	ELLIJAY TEL CO
Name of Authorized Agent or Employee of Agent:	John Staurulakis, Inc.
Signature of Authorized Agent or Employee of Agent:	CERTIFIED ONLINE Date: 09/23/2013
Printed name of Authorized Agent or Employee of Agent:	Bob Ragsdale
Title or position of Authorized Agent or Employee of Agent:	Manager - Regulatory Affairs
Telephone number of Authorized Agent or Employee of Agent:	770-569-2105
Study Area Code of Reporting Carrier:	220360 Filing Due Date for this form: 10/15/2013
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

Attachments

(800) Operating Companies

Data Collection Form

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

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<039>	Contact Email Address - Email Address of person identified in data line <030>	darrellh@ellijay.com
<810>	Reporting Carrier	Ellijay Tel Co
<811>	Holding Company	
<812>	Operating Company	Ellijay Tel Co

[illegible]

In establishing this certification in its *2005 ETC Order*,¹ the FCC found that an ETC must make “a specific commitment to objective measures to protect consumers.”² The Commission found that for wireless ETCs, compliance with CTIA’s Consumer Code for Wireless Service would satisfy this requirement” and that the sufficiency of other commitments would be considered on a case-by-case basis.³ In this context, the FCC stated, “to the extent a wireline or wireless ETC applicant is subject to consumer protection obligations under state law, compliance with such laws may meet our requirement.”⁴

Ellijay Telephone Company, Inc. (“Ellijay”) hereby certifies that it is in compliance with applicable service quality standards and consumer protection rules. Ellijay is subject to consumer protection obligations under Georgia state law. These obligations include, but are not limited to, the following: (1) filing a Local Exchange Tariff pursuant to the requirements of the Rules of the Georgia Public Service Commission which discloses rates, and terms and conditions of service to customers (Chapter 515-12-1-.02(5)(a) and .04(5) of the Rules of the Georgia Public Service Commission); (2) adherence to state consumer protection requirements governing telephone providers which require Service Standards (Chapter 515-12-1-.17 and .18 of the Rules of the Georgia Public Service Commission); Customer Billing (Chapter 515-

¹ *Federal-State Joint Board on Universal Service*, CC Docket No. 96-45, Report and Order, FCC 05-46 (rel. Mar. 17, 2005) (“*2005 ETC Order*”).

² *Id.* at para. 28.

³ *Id.* The FCC noted that under the CTIA Consumer Code, wireless carriers agree to: “(1) disclose rates and terms of service to customers; (2) make available maps showing where service is generally available; (3) provide contract terms to customers and confirm changes in service; (4) allow a trial period for new service; (5) provide specific disclosures in advertising; (6) separately identify carrier charges from taxes on billing statements; (7) provide customers the right to terminate service for changes to contract terms; (8) provide ready access to customer service; (9) promptly respond to consumer inquiries and complaints received from government agencies; and (10) abide by policies for protection of consumer privacy.” *Id.* at n. 71.

⁴ *Id.* at n. 72.

12-1-.04(4) of the Rules of the Georgia Public Service; and Customer Complaints (Chapter 515-12-1-.08 of the Rules of the Georgia Public Service Commission); (3) truth-in-billing requirements (Chapter 515-12-1-.04(4) of the Rules of the Georgia Public Service Commission); and (4) CPNI, Red Flag Rules and other applicable federal and state requirements governing the protection of customers' privacy.

Ellijay Telephone Company, Inc. (“Ellijay”) hereby certifies that it is able to function in emergency situations as set forth in 47 C.F.R. §54.202(a)(2)¹ and Chapter 515-12-1-.11(4) of the Rules of the Georgia Public Service Commission. Ellijay’s network is designed to remain functional in emergency situations without an external power source, is able to reroute traffic around damaged facilities, and is capable of managing traffic spikes resulting from emergency situations as required by 47 C.F.R. §54.202(a)(2) and Chapter 515-12-1-.11(4) of the Rules of the Georgia Public Service Commission. Ellijay can change call routing translations as needed to reroute traffic around damaged facilities. Changing call routing translations will also allow Ellijay to manage traffic spikes throughout its network, as emergency situations require.

Specifically, each central office building is supplied with standby generators and battery back-up that enable the central office to keep running until power is restored so long as fuel is available, or until system changes are made to reroute traffic. Ellijay has battery backup at all office locations and in its electronic equipment sites. Length of run time is determined by the equipment serving the area and the number of customers working out of the equipment. Generators are installed at all Central Office locations.

¹ Section 54.202(a)(2) requires ETCs that are designated by the Commission to “demonstrate its ability to remain functional in emergency situations, including a demonstration that it has a reasonable amount of back-up power to ensure functionality without an external power source, is able to reroute traffic around damaged facilities, and is capable of managing traffic spikes resulting from emergency situations.”

GENERAL SUBSCRIBER SERVICES TARIFF

Ellijay Telephone Company

GENERAL REGULATIONS

Section B
Contents
Original Sheet 1

	<u>Contents</u>	<u>Sheet No.</u>
B.1	Application of Regulations	1
B.1.1	Authority	1
B.1.2	Capped Rates	1
B.2	Limitations and Use of Service	1
B.2.1	Use of Subscriber's Service	1
B.2.2	Establishment of Identity	2
B.2.4	Minimum Contract Period	2
B.2.5	Cancellation or Suspension of Service	3
B.2.6	Unauthorized Attachments or Connections	6
B.2.7	Broadcast of Recordings of Telephone Conversations	6
B.2.8	Recorded Public Announcements	7
B.2.9	Limited Communication	7
B.2.10	Transmitting Messages	7
B.2.11	Unlawful Use of Service	8
B.3	Establishment and Furnishing of Service	8
B.3.1	Application for Service	8
B.3.2	Application of Business Rates	8
B.3.3	Application of Residence Rates	9
B.3.4	Availability of Facilities	10
B.3.5	Subscriber Billing	10
B.3.6	Telephone Numbers	10
B.3.7	Telephone Directories	10
B.3.8	Transfer of Service Between Subscribers	11
B.3.9	Floor Space, Electric Power and Operating at the Subscriber's Premises	11
B.3.10	Termination of Service	12
B.3.11	Suspension of Business and Residence Service	13
B.3.13	Equipment Facilities-Provision and Ownership	14
B.3.14	Maintenance and Repairs	16
B.3.15	Company Facilities at Hazardous or Inaccessible Locations	16
B.3.16	Work Performed Outside Regular Working Hours	16
B.3.17	Extension Stations	16

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(D)

GENERAL SUBSCRIBER SERVICES TARIFF

Ellijay Telephone Company

Section B
Contents
Original Sheet 2

GENERAL REGULATIONS

	<u>Contents</u>	<u>Sheet No.</u>
B.4	Payment Arrangements and Credit Allowance	17
	B.4.1 Advance Payments	17
	B.4.2 Establishment of Credit	18
	B.4.3 Deposits	18
	B.4.4 Discontinuance of Service for Failure to Maintain Credit	19
	B.4.5 Restoration Charge	19
	B.4.6 Administrative Charge	19
B.5	Obligation and Liability for the Company	20
	B.5.1 Service Irregularities	20
	B.5.2 Defacement of Premises	20
	B.5.3 Equipment in Explosive Atmosphere	20
	B.5.4 Liability	21
	B.5.5 Use of Connecting Lines	22
	B.5.6 Service Observing	22
B.6	Unsolicited Facsimile Messages	23

GENERAL SUBSCRIBER SERVICES TARIFF

Ellijay Telephone Company

Section B
Original Sheet 1

GENERAL REGULATIONS

B.1 Application of Regulations

B.1.1 Authority

The regulations set forth herein apply to intrastate services and facilities furnished within the State of Georgia by Ellijay Telephone Company hereinafter referred to as the Company, subject to the jurisdiction of the Georgia Public Service Commission. When services and facilities are provided in part by the Company and in part by other companies, the regulations of the Company apply to that portion of the service or facilities furnished by it.

(N)

B.1.2 Capped Rates

Pursuant to Georgia Senate Bill 137, which was effective July 1, 1995, basic residence, single-line business rates as well as the Touchtone Calling services rates associated with these services, are capped for five years beginning November 15, 1995.. The rates for customers with more than one line (multi-line) are not capped. Accounts are classified as multi-line when an end user is provided more than one local exchange service in a state by the same Telephone Company.

(N)

(N)

B.2 Limitations and Use of Service

B.2.1 Use of Subscriber's Service

1. Telephone equipment and facilities are furnished for the use of the subscriber's employees, agents or representatives of the subscriber or members of the subscriber's domestic establishment except in connection with semipublic telephone service and except as the use of the service may be extended, in addition to other service which may be separately ordered, patrons of hospitals or of hotels, members of clubs, students living in quarters furnished by schools, colleges, or universities to persons temporarily subleasing a subscriber's residential premises, or to tenants living in retirement complexes.
2. Except as otherwise provided in this tariff, service furnished by the Company is intended only for communications in which the subscriber has a direct interest and shall not be used for any purpose for which a payment of other compensation shall be received by him from any other person, firm, or corporation for use, or in the collection, transmission or delivery of any communication for others. This prohibition shall not apply to a subscriber who is engaged as a communications common carrier for message telegraph communications.
3. In view of the fact that the subscriber has exclusive control of his communications over the facilities furnished him by the Company, and of the other uses for which facilities may be furnished him by the Company, and because of the unavailability of errors incident to the services and to the use of such facilities of the Company, the services and facilities furnished by the Company are subject to the terms, conditions, and limitations herein specified.

GENERAL SUBSCRIBER SERVICES TARIFF

Ellijay Telephone Company

Section B
Original Sheet 2

GENERAL REGULATIONS

B.2 Limitations and Use of Service-Continued

B.2.1 Use of Subscriber's Service-Continued

4. Telephone equipment and facilities are for the use of the subscribers, employees, or representatives of the subscribers or authorized user of the Telephone Company, and are the property of the Telephone Company and furnished with the expressed understanding and conditions that such equipment, instruments, and lines, unless expressly provided in other sections of this tariff, must be installed, relocated and maintained by the Telephone Company and that the employees or agents of the Company may enter the premises at any reasonable hour to collect from coin boxes, to install, to inspect, or to make repairs and at the termination or cancellation of the service to remove equipment and lines.

(L)

(L)

B.2.2 Establishment of Identity

1. The calling party shall establish his identity in the course of any communication as often as may be necessary.
2. The calling party shall be solely responsible for establishing the identity of the person or station with whom connection is made at the called location.

(D)

(D)

B.2.4 Minimum Contract Period

1. Except as specified elsewhere in this Tariff, the minimum contract period is one month from the date service or additions to service are established and the minimum charge is the authorized rate for one month. For purposes of rate administration each month is considered to have 30 days.

GENERAL SUBSCRIBER SERVICES TARIFF

Ellijay Telephone Company

Section B
Original Sheet 3

GENERAL REGULATIONS

B.2 Limitations and Use of Service-Continued

B.2.4 Minimum Contract Period-Continued

2. The Company may require a contract period longer than one month at the same location in connection with special types or arrangements of equipment or for unusual construction necessary to meet specific demands for service.

B.2.5 Cancellation or Suspension of Service

1. The Company may without notice either suspend service or terminate the subscriber's contract without suspension of service or, following a suspension of service, disconnect the service and remove any of its equipment from the subscriber's premises upon:

- (1) Abandonment of the Service

- (2) Failure of a subscriber to make suitable deposit as required by this tariff.

- (3) Impersonation of another with fraudulent intent.

(D)

- (4) Use of service in such a way as to impair or interfere with the service of other subscribers; such improper use includes, but is not limited to, the use of telephone service by a subscriber or with his permission in connection with a plan or attempt to secure a large volume of telephone calls, to be directed to such subscriber at or about the same time which may result in preventing, obstructing, or delaying the telephone service of others.

(T)

- (5) Abuse or fraudulent use of service; such abuse or fraudulent use includes:

(T)

- (a) The use of service or facilities of the Company to transmit a message or to locate a person or otherwise to give or obtain information without payment of the charge applicable for the service;

- (b) The obtaining, or attempting to obtain, or assisting another to obtain or to attempt to obtain, long distance message telephone service, by rearranging, tampering with, or making connection with any facilities of the Company, or by any trick, scheme, false representation, or false credit device, or by or through any other fraudulent means or device whatsoever, with intent to avoid the payment, in whole or in part, or the regular charge for such service;

- (c) The use of service or facilities of the Company for a call or calls; anonymous or otherwise, if in a manner reasonably expected to frighten or torment another;

GENERAL SUBSCRIBER SERVICES TARIFF

Ellijay Telephone Company

Section B
Original Sheet 4

GENERAL REGULATIONS

B.2 Limitations and Use of Service-Continued

B.2.5 Cancellation or Suspension of Service-Continued

- (d) The use of profane or obscene language;
 - (e) The use of the service in such a manner as to interfere unreasonably with the use of the service by one or more other customers.
 - (6) Any other violation of the Company's regulations.
- 2. The Company reserves the right to cancel any contract for service with and to discontinue service to any person who uses or permits the use of obscene, profane or grossly abusive language over or by means of the Company's facilities, and who, after reasonable notice fails, neglects or refuses to cease and refrain from such practice or to prevent the same, and to remove its property from the premises of such person.
- 3. The Company may terminate the service and remove its equipment for nonpayment of any sum due for exchange, long distance, or other services when the following requirements are met:
 - (1) No basic residential service shall be disconnected for local service charge until at least 29 days from the date of the bill.
 - (2) No residential service can be disconnected for local service charges unless the utility has given the affected customer a written notice of the proposed disconnection at least five (5) days before the proposed date of disconnection. The notice must include:
 - (a) The final payment date of the amount due;
 - (b) The reason for the disconnection, including the unpaid balance due;
 - (c) A telephone number which the customer may call for information about the proposed disconnection; and
 - (d) The procedure for medical emergencies, as hereinafter described.
 - (3) If contact with the customer was not previously made and notice of the disconnection was by mail or by leaving it at the premises, the utility must make a good faith effort to contact the customer at least two (2) days before the proposed disconnection.

GENERAL SUBSCRIBER SERVICES TARIFF

Ellijay Telephone Company

Section B
Original Sheet 5

GENERAL REGULATIONS

B.2 Limitations and Use of Service-Continued

B. 2.5 Cancellation or Suspension of Service-Continued

- (4) Service shall not be disconnected for nonpayment of local service charges to a residential customer who has a serious illness which would be aggravated by said discontinuation, provided that the customer notifies the utility of this condition in writing, or orally and within ten (10) days of giving such initial notice furnishes to the utility a written statement from a physician, county board of health, hospital, or clinic identifying the illness and its expected duration, and certifying that the illness would be aggravated by such discontinuance. In such event, the proposed disconnection shall be held in abeyance for the shorter of either the length of the illness or one month from the date of such initial notice, and the customer may renew the postponement period one additional time by repeating the aforementioned procedure. If there is a dispute regarding the existence of a serious illness, the case may be referred to the Commission for final determination.
- (5) In the case of a disputed bill for basic local exchange residential service, the customer shall have the right, after all remedial measures with the utility have failed, to request in writing, or orally to be followed by a request in writing, that the Commission investigate the dispute before residential service may be disconnected. Such request must be made within ten (10) days after the date of the disputed bill.
- (6) No consumer may be disconnected for unpaid residential local service if the consumer notifies the telephone company between the date of receiving a notification of the proposed disconnection of service and the date set for disconnection and agrees to pay the unpaid balance for service previously provided in equal installments over the three consecutive billing months immediately following said notice.

GENERAL SUBSCRIBER SERVICES TARIFF

Ellijay Telephone Company

Section B
Original Sheet 6

GENERAL REGULATIONS

B.2 Limitations and Use of Service-Continued

B.2.5 Cancellation or Suspension of Service-Continued

- (6) Further the consumer agrees to pay future bills and the installments by the date due. However, if a consumer has received a notice of intent to disconnect, at any time prior to the time when the consumer is once again current in his billings for service previously provided, if the consumer makes toll calls exceeding \$10.00 in any thirty (30) day period, the telephone company shall have the right to immediately and without further notice, disconnect telephone service to that consumer. Similarly, if the consumer fails to make any agreed upon payment as set forth immediately above, the company may disconnect service without further notice.

B.2.6 Unauthorized Attachments or Connections

1. No equipment, apparatus, circuit or device not furnished by the Company shall be attached to or connected with the facilities furnished by the Company, whether physically, by induction or otherwise, except as provided in this tariff. In case such unauthorized attachment or connection is made, the Company shall have the right to remove or disconnect the same; or to suspend the service during the continuance of said attachments or connection or to terminate the service.
2. Where a maintenance or repair visit is made to the subscriber's premises and the difficulty or trouble report results from the use of unauthorized attachments or connections, the "Maintenance of Service Charge" as specified in Section D of this tariff shall be applied.

B.2.7 Broadcast of Recording of Telephone Conversations

The broadcasting of a recording of a telephone conversation during the period of recording is permissible provided that, in the interest of protecting the privacy of telephone service, the recording is made in accordance with the regulations governing connection with subscriber-provided voice recording equipment as specified in this tariff.

GENERAL SUBSCRIBER SERVICES TARIFF

Ellijay Telephone Company

Section B
Original Sheet 7

GENERAL REGULATIONS

B.2 Limitations and Use of Service-Continued

B.2.8 Recorded Public Announcements

1. Use of Company facilities or service in connection with automatic announcement service, automatic answering and recording service, recorder-coupler service or miscellaneous devices for recorded public announcements are subject to the following conditions.
2. For purposes of identification, subscribers to telephone service who transmit recorded public announcements over facilities provided by the Company must include in the recorded message the name of the organization or individual responsible for the service and the address at which the service is provided, unless the address of the organization or individual named in the announcement is shown in the currently distributed telephone directory.
3. Private telephone numbers will not be furnished for use with recorded public announcements.
4. Failure to comply with the provisions of this tariff shall be cause of termination of service.

B.2.9 Limited Communication

The Company reserves the right to limit the length of communication when necessary because of a shortage of facilities caused by emergency conditions.

B.2.10 Transmitting Messages

The Company does not transmit messages but offers the use of its facilities for communications between subscribers. If because of transmission difficulties, the operator, in order to accommodate the subscriber, repeats messages, she is deemed to be acting as the agent of the persons involved and no liability shall attach to the Company because of any errors made by the operator or misunderstandings that may arise between subscribers because of the errors.

GENERAL SUBSCRIBER SERVICES TARIFF

Ellijay Telephone Company

Section B
Original Sheet 8

GENERAL REGULATIONS

B.2.11 Unlawful Use of Service

The service is furnished subject to the condition that it will not be used for an unlawful purpose. Service will be discontinued if any law enforcement agency, acting within its apparent jurisdiction, advises in writing that such service is being used in violation of law. The Company will refuse to furnish service when it has reasonable grounds to believe that such service will be used in violation of law.

B.3 Establishment and Furnishing of Service

B.3.1 Applications for Service

1. Applications for service may be made orally or in writing.
2. Application for service grants the Telephone Company right to enter upon customers property and premises and to build and construct such lines or facilities as are necessary to serve or furnish the service to the subscriber and to any neighboring or adjoining subscriber or customer.
3. Any change in rates or regulations prescribed by the Georgia Public Service Commission modifies the terms and regulations of contracts to the extent of such change.
4. The Company reserves the right to refuse service to any applicant who is found to be indebted to the Company for service previously furnished until satisfactory arrangements have been made for the payment of all such indebtedness. The Company may also refuse to furnish service to any applicant desiring to establish service for former subscribers of the Company who are indebted for previous service, regardless of the listing requested for such service, until satisfactory arrangements have been made for the payment of such indebtedness. This is to include applicants from the same household, who are related even though service is requested in a different name from that of the former subscriber.
5. If telephone service is established and it is subsequently determined that either condition in item 4 above exists, the Company may suspend or disconnect such service until satisfactory arrangements have been made for the payment of the prior indebtedness.

B.3.2 Application of Business Rates

1. Business rates apply in offices, stores, factories, and all other places of a strictly business nature.
2. In boarding houses, offices of hotels, halls and offices of apartment buildings, quarters occupied by clubs or lodges, public, private or parochial schools, or colleges, hospitals, libraries, churches, college fraternity houses and other similar institutions (but excluding dormitory rooms at such schools or colleges).

GENERAL SUBSCRIBER SERVICES TARIFF

Ellijay Telephone Company

Section B
Original Sheet 9

GENERAL REGULATIONS

B.3 Establishment and Furnishing of Service-Continued

B.3.2 Application of Business Rates-Continued

3. At residence locations when the subscriber has no regular business telephone and the use of the service either by himself, members of his household, or his guests, or parties calling him can be considered as more of a business than of a residence nature, which fact might be indicated by advertising, either by business cards, newspapers, hand bills, billboards, circulars, motion picture screens, or other advertising matter, such as on vehicles etc., or when such business use is not such as commonly arises and passes over to residence telephones during the intervals when, in compliance with the law or established custom, business places are ordinarily closed.
4. Where the place of business and residence of a subscriber are in the same premises and no telephone is installed in the place of business, the business rate shall be charged for the telephone installed in the residence.
5. At residence locations, when an extension station or extension bell is located in a shop, office, or other place of business.
6. At any location where the listing of service at that location indicates a business, trade or profession, except as specified below.

B.3.3 Application of Residence Rates

1. Residence rates apply in private residences where business alphabetical or classified telephone directory listings are not provided.
2. In private apartments of hotels, rooming houses, or boarding houses where service is confined to the subscriber's use.
3. In the places of residence of a clergyman, and in the place of residence of a physician, dentist, veterinary, surgeon or other medical practitioner, provided the customer does not maintain an office in the residence. In the residence of a Christian Science practitioner, nurse or midwife, or in the office of any of this group of persons, provided the office is located in the customer's residence and is not part of an office building. In any of such cases the listing may indicate the subscriber's profession, but only in connection with an individual name. If listings of firms or partnerships, etc., or additional listings of persons not residing in the same household are desired, business rates apply.
4. Where the place of business and residence of a subscriber are in the same premises and no telephone is installed in the place of business, the business rate shall be charged for the telephone installed in the residence.

GENERAL SUBSCRIBER SERVICES TARIFF

Ellijay Telephone Company

Section B
Original Sheet 10

GENERAL REGULATIONS

B.3 Establishment and Furnishing of Service-Continued

B.3.4 Availability of Facilities

1. The Company's obligation to furnish service is dependent upon its ability to secure and retain, without unreasonable expense, suitable facilities and rights for the provision of such service.
2. The rates and charges quoted in this tariff provide for the furnishing of service and facilities where suitable facilities are available or when the construction of the necessary facilities does not involve excessive costs.
3. When excessive costs are involved for the construction of facilities, charges for such construction will be determined in accordance with the regulations as set forth in Section E "Charges Applicable Under Special Conditions," except as otherwise specified.

B.3.5 Subscriber Billing

1. The subscriber is responsible for all charges in conjunction with the services furnished him including collect toll messages which have been accepted at the subscriber's telephone.
2. Monthly recurring charges are billed in advance and toll charges are billed in arrears. Special billing arrangements may be established for services provided to Governmental agencies.
3. Bills are due when rendered unless otherwise specified on the bill and may be paid at any business office of the Company or at any agency authorized to receive such payments.
4. For billing purposes each month is presumed to have 30 days.
5. Retroactive billing adjustments will not be made for a period exceeding three years, unless sufficient proof is available which will allow an adjustment for a period exceeding three years.
6. A minimum billing of one month charge will apply in any type of telephone or communication connection.

B.3.6 Telephone Numbers

1. The subscriber has no property right to the telephone number nor any right to continuance of service through any particular central office.
2. The Company reserves the right to change the subscriber's telephone number or the central office associated with such number, or both, as may be required for the proper conduct of its business.

B.3.7 Telephone Directories

The use, in connection with telephone directories, of any auxiliary cover, tabs, stickers, inserts or other matter, except such as are provided by or with the consent of the Telephone Company is prohibited.

GENERAL SUBSCRIBER SERVICES TARIFF

Ellijay Telephone Company

Section B
Original Sheet 11

GENERAL REGULATIONS

B.3 Establishment and Furnishing of Service-Continued

B.3.8 Transfer of Service Between Subscribers

1. Service previously furnished one subscriber may be assumed by a new subscriber upon due notice of cancellation, provided there is no lapse in the rendition of service. Such transfers are subject to service connection charge regulations and may be arranged for under the following condition:
 1. If the new subscriber, fully understanding the regulations governing the service and the status of the account and willingly assumes all obligations thereunder, then future bills will be rendered to him without an adjustment to or from any particular date, with the Company arranging for the requested change in billing and directory listing. The charge for a service ordering will apply to each such transfer of service.
 2. Under transfer of service the reassignment of the old telephone number to the service of the new party is arranged for only after the former subscriber has given his consent to its use, and then only when, in the judgment of the Company, there exists no relationship, business or otherwise, between the old and new subscribers, and when in the judgment of the Company a change in the telephone number is not required.
 3. When a relationship does exist, business or otherwise, between the old and new subscribers, the reassignment of the old telephone number will not be permitted unless all charges due under the current account have been paid, and then only when in the judgment of the Company a change in the telephone number is not required.

B.3.9 Floor Space, Electric Power and Operating at the Subscriber's Premises

1. The subscriber is responsible for the provision and maintenance at his expense, of all suitable space and floor arrangements, including but not limited to adequate lighting, proper relative humidity and temperature control, required on his premises for communication facilities provided by the Company in connection with services furnished to the subscriber by the Company. Any power outlets and commercial power required for the operation of such facilities shall be provided by, and at the expense of, the subscriber.
2. Except as may be specified elsewhere in this tariff, all operating required for the use of communications facilities provided by the Company at the subscriber's premises will be performed at the expense of the subscriber, and must conform with the operating practices and procedures of the Company to maintain a proper standard of service.

GENERAL SUBSCRIBER SERVICES TARIFF

Ellijay Telephone Company

Section B
Original Sheet 12

GENERAL REGULATIONS

B.3.10 Termination of Service

1. Termination of service by the Company.
 1. Violation of any of the regulations contained in this tariff on the part of the subscriber may be regarded as sufficient cause for termination of the subscriber's service.
 2. When the service is terminated on the initiative of the Company because of violation of its regulations by the subscriber, the regulations stipulated below for termination of service at the subscriber's request apply.
 3. The Company may refuse to furnish or continue to furnish service hereunder, if such service would be used or is used for a purpose other than that for which it is provided or when its use interferes with or impairs, or would interfere with or impair, any other service rendered to the public by the Company.

2. Termination of Service at the Subscriber's Request

Service may be terminated at any time upon reasonable notice from the subscriber to the Company. Upon such termination the subscriber shall be responsible for the payment of all charges due. This includes all charges due for the period service has been rendered plus any unexpired portion of an initial service period or applicable termination charges, or both.

For PBX service or special equipment, the charges may be based on the individual circumstances in each case as agreed upon at the time of installation.

Contracts for periods of longer than one month covering services whose installation required line extensions may be terminated upon payment of all charges that would accrue to the end of the contract period, or the contract will be transferred to a new applicant who is to occupy the same premises and will subscribe to the service effective on the day following termination by the original subscriber.

Equipment furnished by the Telephone Company shall, upon termination of service from any cause whatsoever, be returned in good condition, reasonable wear and tear thereof excepted.

GENERAL SUBSCRIBER SERVICES TARIFF

Ellijay Telephone Company

Section B
Revised Sheet 13

GENERAL REGULATIONS

B.3.11 Suspension of Business and Residence Service

1. General

1. Upon request, a subscriber to business or residence service may arrange for the temporary suspension of such service unless otherwise specified in other sections of this tariff. Suspension of service is available on a subscriber's complete service or on such portion thereof as can be suspended.
2. When the period of suspension is less than one month, the regular charges for the full month of service shall apply.
3. The charge for the total suspension period may be collected in advance.
4. There is no reduction in the charge for foreign central office line mileage and foreign exchange line mileage during the period of suspension.
5. If a customer requests service to be disconnected for a period of time, the telephone number and service will be retained for future reconnection. During the time of service suspension, no reduction in rates will be made for the time of suspension. Service connection charges will apply to reinstate to active service. (C)

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GENERAL SUBSCRIBER SERVICES TARIFF

Ellijay Telephone Company

Section B
Original Sheet 14

GENERAL REGULATIONS

B.3 Establishment and Furnishing of Service-Continued

B.3.13 Equipment Facilities-Provision and Ownership

1. All equipment necessary for the provision of a given service will be furnished and owned by the Company except as provided elsewhere in this tariff. The subscriber may be required to provide suitable housing or other protective measures where equipment is to be installed in locations exposed to weather or other hazards. Commercial power will be furnished by the subscriber on his premises in suitable outlets when required.
2. No equipment, apparatus, circuit or device not furnished by the Company shall be attached to or connected with the facilities furnished by the Company; whether physically, by induction, acoustically or otherwise; except as provided in this tariff or as otherwise authorized in writing by the Company. In case any such authorized attachment or connection is made, the Company shall have the right to remove or disconnect the same or to terminate the service.
3. Subscribers may not disconnect, remove or permit others to disconnect or remove any equipment or lines installed by the Company except on permission by the Company.
4. The provisions of the preceding shall not be construed or applied to bar a subscriber from using devices which serve his convenience in his use of the facilities of the Company provided any such device so used does not:
 1. Endanger the safety of Company employees or the public;
 2. Damage, require change in or alteration of, or involve direct electrical connection to, the equipment or other facilities of the Company, unless as provided for elsewhere in this tariff.

GENERAL SUBSCRIBER SERVICES TARIFF

Ellijay Telephone Company

Section B
Original Sheet 15

GENERAL REGULATIONS

B.3 Establishment and Furnishing of Service-Continued

B.3.13 Equipment Facilities-Provision and Ownership-Continued

3. Interfere with the proper functioning of such equipment or facilities;
4. Impair the operation of the communication system;
5. Otherwise injure the public in its use of the Company's services.
5. Except as otherwise provided in this tariff, nothing herein shall be construed to permit the use of a recording device or of a device to interconnect any line or channel of the Company with any other communication line or channel of the Company or of any other Person.
6. Devices provided by the subscriber to obtain quietness or privacy may be used in conjunction with the telephone instrument furnished to the subscriber by the Company provided that:
 1. Such device does not involve direct electrical connection to the equipment of the Company, any change in or alteration of such equipment;
 2. Such device does not interfere with its proper functioning or damage it in any way.
7. Facilities of an electric power company or oil, oil products or natural gas pipe line company, or railroad company, provided primarily to communicate with points located along a right-of-way (including premises of such company anywhere in cities, towns, or villages along the right-of-way) owned or controlled by such company and extending between or beyond exchange areas of the Company, may be connected with Private Branch Exchange station, or private line facilities furnished by the Company subject to the conditions stated in Section K.

GENERAL SUBSCRIBER SERVICES TARIFF

Ellijay Telephone Company

Section B
Original Sheet 16

GENERAL REGULATIONS

B.3.14 Maintenance and Repairs

All ordinary expense of maintenance and repairs, unless otherwise specified in this tariff, is borne by the Company. In case of damage, loss, theft, or destruction of any of the Company's property not due to ordinary wear and tear, the subscriber shall be required to pay the expense incurred by the Company in connection with the replacement of the property damaged, lost, stolen, or destroyed, or the expense (material, labor and equipment charges) incurred in restoring it to its original condition.

B.3.15 Company Facilities at Hazardous or Inaccessible Locations

Where service is to be established at a location that would involve undue hazards, or where accessibility is impracticable to employees of the Company, the subscriber may be required to install and maintain the Company's equipment and facilities in a manner satisfactory to the Company. Any remuneration to be based on the conditions involved.

The Company is not liable for personal injuries, damage or defacement of equipment resulting from the existence of equipment located in hazardous or inaccessible locations.

B.3.16 Work Performed Outside Regular Working Hours

The rates and charges specified in this tariff contemplate that all work in connection with furnishing or rearranging service be performed during regular working hours. Whenever a subscriber requests that work necessarily required in the furnishing or rearranging of his service be performed outside the Company's regular working hours or that work once begun be interrupted, so that the Company incurs costs that would not otherwise have been incurred, the subscriber may be required to pay, in addition to the other rates and charges specified in this tariff, the amount of additional costs incurred by the Company as a result of the subscriber's special requirements.

B.3.17 Extension Stations

The monthly rates for extension stations in the Local Exchange Tariffs for each exchange include circuits not exceeding 50 feet in length connecting main and extension stations when both stations are located in the same building or on the same premises.

GENERAL SUBSCRIBER SERVICES TARIFF

Ellijay Telephone Company

Section B
Original Sheet 17

GENERAL REGULATIONS

B.3.17 Extension Stations-Continued

Extension stations are furnished in accordance with such standard wiring plans as may be adopted by the Company.

Extension stations are not furnished with Public Telephone Paystations, or Service Stations.

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Separate telephone numbers or other distinctive designations are not assigned to extension stations nor is code-ringing permitted.

Extension stations furnished in connection with flat rate service must be located so as to restrict their use to the customer, his representative or members of his immediate family.

B.4 Payment Arrangements and Credit Allowances

B.4.1 Advance Payments

1. At the time an application for service is made, an applicant may be required to pay an amount equal to at least one month's service and/or installation charges which may be applicable, in addition to such special construction and installation charges as are to be borne by the applicant. The amount of the advance payment is credited to the subscriber's account on the first bill rendered.
2. Federal, state or municipal governmental agencies may not be required to make advance payments.

GENERAL SUBSCRIBER SERVICES TARIFF

Ellijay Telephone Company

Section B
Original Sheet 18

GENERAL REGULATIONS

B.4 Payment Arrangements and Credit Allowances-Continued

B.4.2 Establishment of Credit

1. The Company is not obligated to furnish service to any individual or firm that owes for service previously rendered at the same or a different address, until arrangements have been made to liquidate such previous indebtedness to the Company. Nor is the Company obligated to continue to furnish service to any individual or firm whose credit is, or becomes, in the opinion of the Company, doubtful. In order to insure the payment of all charges due for its services, the Company may require a subscriber to establish and maintain his credit in one of the following ways:
 1. By furnishing references suitable to the Company;
 2. By providing a suitable guarantee in writing, in form prescribed by the Company;
 3. By means of a cash deposit;
 4. By having been a satisfactory subscriber of the Company.

B.4.3 Deposits

1. Unless credit has otherwise been established, the Company may require any applicant for, or subscriber to its services to deposit a sum up to an amount equal to the charge for two and one-half months local service and the estimated toll messages during a like period.
2. The Company shall pay interest on deposits at the rate of seven percent (7%) per annum. Interest on deposits shall accrue annually and, if requested, shall be annually credited to the subscriber by deducting such interest from the amount of the next bill for service following the accrual date.

GENERAL SUBSCRIBER SERVICES TARIFF

Ellijay Telephone Company

Section B
Revised Sheet 19

GENERAL REGULATIONS

B.4.3 Deposits-Continued

3. The fact that a deposit has been made in no way relieves the applicant or subscriber from complying with the Company's regulations as to advance payment and the prompt payment of bills on presentation or constitutes a waiver or modification of the regular practices of the Company providing for the discontinuance of service for nonpayment of any sums due the Company.
4. After discontinuance of service and following rendition of the final bill, the Company will refund the subscriber's deposit plus accrued interest, or the balance, if any, in excess of any unpaid bills for past service provided. Such refund if any, will be forwarded to the last known address of the subscriber.
5. The fact that a subscriber is not required to make a deposit with the initial application or that a deposit collected with the initial application is not sufficient to cover a subscriber's anticipated needs in no way prohibits the Company from requiring a deposit or increasing a deposit. Should a subscriber be notified of this requirement (for a deposit or an increase in a deposit) and refuse to place a deposit, then at the Company's option service may be terminated.

B.4.4 Discontinuance of Service for Failure to Maintain Credit

Service may be discontinued for failure to maintain credit, as specified above, within ten days after the Company has served or mailed notice requiring the subscriber to do so, except in extreme cases.

B.4.5 Restoration Charge

Where service has been discontinued for failure to maintain credit as specified above, the restoration charge will be made in accordance with Section D.6 of this tariff.

B.4.6 Administrative Charge

An administrative charge will be applied to each insufficient funds check received. Telephone service will be subject to discontinuance as specified in Section B of this tariff.

(C)

GENERAL SUBSCRIBER SERVICES TARIFF

Ellijay Telephone Company

Section B
Original Sheet 20

GENERAL REGULATIONS

B.5 Obligation and Liability of the Company

B.5.1 Service Irregularities

In view of the possibility of errors and difficulties in the transmission of messages by telephone and the impossibility of fixing in all cases the causes thereof, the Telephone Company cannot guarantee the uninterrupted working of its lines and instruments.

B.5.2 Defacement of Premises

The Company is not liable for any defacement of or damage to the premises of a subscriber resulting from the furnishing of service or the attachment of the instruments, apparatus and associated wiring furnished by the Company on such premises or by the installation or removal thereof, when such defacement or damage is not the result of negligence of employees of the Company.

In any case, the Company is not liable for damages or statutory penalties where a claim is not presented in writing within thirty days after the alleged defacement or damage.

B.5.3 Equipment in Explosive Atmosphere

1. The Company does not guarantee nor make any warranty with respect to equipment provided by it for use in an explosive atmosphere. The subscriber shall indemnify and hold the Company harmless from any and all loss, claims, demands, suits, or other action, or any liability whatsoever, whether suffered, made, instituted or asserted by the subscriber or by any other party or person, for any personal injury to or death of any person or persons, and for any loss, damage or destruction of any property, whether owned by the subscriber or others, caused or claimed to have been caused directly or indirectly by the installation, operation, failure to operate, maintenance, removal, presence, condition, location or use of said equipment so provided.
2. The Company may require each subscriber to sign an agreement for the furnishing of such equipment as a condition precedent to the furnishing of such equipment.

GENERAL SUBSCRIBER SERVICES TARIFF

Ellijay Telephone Company

Section B
Original Sheet 21

GENERAL REGULATIONS

B.5 Obligation and Liability of the Company-Continued

B.5.3 Equipment in Explosive Atmosphere-Continued

3. The subscriber shall furnish, install and maintain sealed conduit with explosion proof fittings between this equipment and points outside the hazardous area where connection may be made with regular facilities of the Company. The subscriber may be required to install and maintain this equipment within the hazardous area if, in the opinion of the company, injury or damage to company employees or property might result from installation or maintenance by the Company.

B.5.4 Liability

1. The liability of the Company for damages arising out of mistakes, omissions, interruptions, delays or errors or defects in transmission occurring in the course of furnishing service and not caused by negligence of the customer shall in no event exceed an amount equivalent to the proportionate charge to the subscriber for the period of service during which such mistakes, omissions, interruptions, delays or errors or defects in transmission occurs.
2. The subscriber indemnifies and saves the Company harmless against the following:
 - (a) Acts or omissions of other companies when their facilities are used in connection with the Company's facilities to provide service.
 - (b) Any defacement or damage to the subscriber's premises resulting from the existence of the Company's instruments, apparatus and associated wire on such premises, or from the installation or removal thereof, when such defacement or damage is not the result of the negligence of the Company, or its employees.
 - (c) Any accident, injury, or death occasioned by its equipment or facilities, when such is not due to negligence of the Company.
 - (d) Claims for libel, slander, or infringement of copyright arising from the material transmitted or recorded over its facilities; claims for infringement of patents arising from combining with, or using in connection with facilities of the Company, apparatus and systems of the customer; and against all other claims arising out of any act or omission of the subscriber in connection with facilities provided by the Company.
 - (e) Liability for failure to provide service.
 - (f) Liability for telephone directories is covered in the section under directories.

GENERAL SUBSCRIBER SERVICES TARIFF

Ellijay Telephone Company

Section B
Original Sheet 22

GENERAL REGULATIONS

B.5. Obligation and Liability of the Company-Continued

B.5.5 Use of Connecting Lines

When suitable arrangements can be made, lines of other telephone companies may be used in conjunction with the Telephone Company's lines in establishing wire connections to points not reached by the Telephone Company's lines. In establishing connections with the lines of other telephone companies the Telephone Company will not be responsible or liable for any action of the connecting Company.

B.5.6 Service Observing

The primary purpose of service observing is to secure information on individual calls, which in turn may be summarized, analyzed and appraised for management use. Such service observations may provide information in regard to the quality and character of service furnished telephone users; data for measuring the performance in various features that contribute to telephone service; data for engineering purposes; or information of a specialized nature.

Employees of the Telephone Company will not monitor, as part of a normal routine, any of the verbal conversation of any telephone call made by a subscriber.

The Telephone Company will monitor, from time to time, on the operators of the company to determine quality of performance in the handling of calls, to rate trainee personnel, and to see that the General Rules of the Company are observed.

The Telephone Company will, from time to time, use verification trunks, test boards, service observation recorders, or other special equipment to disclose some particular detail of service deficiency.

The Telephone Company will maintain a list of those subscribers licensed by the Georgia Public Service Commission to use service observing equipment, and will make such a list available to the public upon request.

The Telephone Company will not provide service observing equipment to any subscriber not authorized by the Georgia Public Service Commission to operate such equipment.

GENERAL SUBSCRIBER SERVICES TARIFF

Ellijay Telephone Company

SECTION B
Original Sheet 23

GENERAL REGULATIONS

B.6 Unsolicited Facsimile Messages

Pursuant to the requirements of Official Code of Georgia Annotated (OCGA) Section 46-5-25, the telephone service of any subscriber terminating at the location of a facsimile machine which is used or operated in violation of the provisions set forth following shall be subject to disconnection if the violation does not cease within 10 days from the date of delivery shown on the return receipt of notifying the subscriber of the violation. A copy of this letter shall also be sent to the Georgia Public Service Commission.

(1) It shall be a violation for any subscriber to initiate the transmission of, employ or direct another to initiate the transmission of, or contract for the initiation of the transmission of an solicited facsimile message for the commercial purpose of advertising or offering the sale, lease, rental, or gift of any goods, services, or real personal property.

(2) Paragraph 1, preceding shall not apply where the recipient has consented to the receipt of one or more telefacsimile messages or where there exists a prior contractual or business relationship between the recipient and the initiator or the initiator's principal.

The exception provided for in the preceding paragraph shall not apply where the recipient has notified the initiator or the initiator's principal that the recipient does not wish to receive further telefacsimile messages from the initiator or the initiator's principal.

GENERAL SUBSCRIBER SERVICES TARIFF

Ellijay Telephone Company

Section C
Fourth Revised Sheet 1
Cancels Third Revised Sheet 1

LOCAL EXCHANGE SERVICE

C.1 Basic Local Exchange Service Rates

The rates specified herein entitle subscribers to access all exchange access lines in the subscriber's county within the same LATA, all exchange access lines bearing the central office designations of the subscriber's exchange.

Deleted (D)

C.11 Monthly local exchange service rates are authorized by the Georgia Public Service Commission

Network Access Charges:	<u>Monthly Maximum Rate</u>	
Residence	\$17.36	(I)
Single Line Business	\$26.11	

C.2 Maps

Maps which indicate and define the exchange and base rate area limits of the respective exchanges are filed with the Georgia Public Service Commission as part of the Certificate of Public Convenience and Necessity granted by the Georgia Public Service Commission.

GENERAL SUBSCRIBER SERVICES TARIFF

Ellijay Telephone Company

Section J
Third Revised Sheet 2
Cancels Second Revised Sheet 2

LOCAL EXCHANGE SERVICE

J.1 Grandfathered Rotary Service

As of December 1, 1995, no residential customer will be able to select access line service on a rotary basis. For the customers with rotary service on December 1, 1995, they may remain with that service at the following rate:

	Monthly <u>Charge</u>	
Residential	\$15.73	(I)

J.2 Multi-Line Business Services
(All Services include Touchtone and the Access Position Charge)

	Monthly <u>Charge</u>
Key System	\$38.70
PBX	\$38.70

GENERAL SUBSCRIBER SERVICES TARIFF

Ellijay Telephone Company

Section D
2nd Revised Sheet 7

SERVICE CONNECTION CHARGES

D.11 Lifeline

(T)

D.11.1 General

(C)

A. LOW-INCOME PROGRAM

The Company, as part of its obligations as an Eligible Telecommunications Carrier, offers a low-income assistance program. This program, Lifeline Assistance, is offered under the terms and conditions provided below:

1. Lifeline Assistance

a. General

Lifeline Assistance is a non-transferable retail service offering for which qualifying low-income subscribers pay reduced charges, as provided for below. Lifeline Assistance enables eligible subscribers to pay reduced charges for voice telephony service that includes the following services: voice-grade access to the public switched network or its functional equivalent; local usage; access to emergency services; and toll limitation.

b. Regulations

Subscribers are eligible for Lifeline Assistance if:

- 1) The subscriber's household income is at or below 135 percent of the Federal Poverty Guidelines, or
- 2) The subscriber, or one or more of the subscriber's dependents or the subscriber's household, receives benefits from at least one of the following qualifying programs:

Medicaid;
Supplemental Nutrition Assistance Program (SNAP),
formerly known as Food Stamps;
Supplemental Security Income (SSI);
Federal Public Housing Assistance;
Low-Income Home Energy Assistance Program (LIHEAP);
National School Lunch Program's free lunch program;
Temporary Assistance for Needy Families (TANF);
Low Income Senior Citizens discount plan offered by a local
gas or power company

(C)

GENERAL SUBSCRIBER SERVICES TARIFF

Ellijay Telephone Company

Section D
2nd Revised Sheet 8

SERVICE CONNECTION CHARGES

D.11 Lifeline-Continued

(T)

D.11.1 General-Continued

(C)

A. LOW-INCOME PROGRAM-Continued

1. Lifeline Assistance-Continued

b. Regulations-Continued

- 3) Other eligibility requirements may be established by the Commission.
- 4) Each subscriber to Lifeline Assistance must certify in writing to the Company, under penalty of perjury, that s/he receives benefits under a program outlined in sub-paragraphs (b)(1) through (b)(3), above, and must, on that same document, agree to notify the Company if s/he ceases to participate in the program(s). The certification form shall conform to the requirements described herein, and shall be made available upon request to any subscriber. The Company shall retain all such subscriber certifications in order to furnish proof of subscriber eligibility as may be required from time to time by Universal Service administrators.
- 5) A subscriber may elect at the time of subscription to Lifeline Assistance to receive toll limitation as part of Lifeline Assistance. "Toll limitation" is a service that allows a subscriber to elect not to allow the completion of outgoing toll calls from the subscriber's residence.

(C)

GENERAL SUBSCRIBER SERVICES TARIFF

Ellijay Telephone Company

Section D
2nd Revised Sheet 9

SERVICE CONNECTION CHARGES

D.11 Lifeline-Continued

(T)

D.11.1 General-Continued

(C)

A. LOW-INCOME PROGRAM-Continued

1. Lifeline Assistance-Continued

b. Regulations-Continued

- 6) Lifeline Assistance will not be disconnected for non-payment of toll charges, unless the Company first demonstrates to the Commission that the Company would incur substantial costs, that the Company offers toll limitation without charge, and that telephone subscribership among low-income subscribers in the Company's service area is greater than or equal to the national subscribership rate for low-income consumers. For purposes of this paragraph, a "low-income consumer" is one with an income below the poverty level for a family of four residing in Georgia. The Company shall follow all applicable notice provisions as established, from time to time, by the Commission, as part of the waiver process, and to implement a waiver, if granted. The Company may reapply for the waiver as necessary.
- 7) The Company may not collect a service deposit in order to initiate Lifeline Assistance if the qualifying low-income subscriber voluntarily elects toll blocking from the Company, where available or if the qualifying low-income subscriber elects a calling plan that does not distinguish between toll and non-toll calls in its pricing. If toll blocking is unavailable, then the Company may charge a service deposit.

(C)

GENERAL SUBSCRIBER SERVICES TARIFF

Ellijay Telephone Company

Section D
2nd Revised Sheet 10

SERVICE CONNECTION CHARGES

D.11 Lifeline-Continued

(T)

D.11.1 General-Continued

(C)

A. LOW-INCOME PROGRAM-Continued

1. Lifeline Assistance-Continued

- c. Effective August 1, 2012, the Lifeline credit available to an eligible customer in Georgia is equal to the total of federal support as established by the Federal Communications Commission. The amount of credit will not exceed the charge for local service, which includes the access line, the Subscriber Line Charge and local usage.
- d. The Company shall apply the baseline payments received by the administrator of the federal Lifeline Assistance program to waive the qualifying customer's federal Subscriber Line Charge. The Company shall apply any additional federal support amount to the qualifying customer's basic local exchange service rate.
- e. To be eligible for Lifeline Assistance, qualifying customers must subscribe to a flat-rate basic local exchange service offering that is made available in the Company's service area.
- f. Partial payments that are received from Lifeline customers shall first be applied to local service charges and then to any outstanding toll charges.
- g. All aspects of the Lifeline Assistance program shall be subject to the interpretation of applicable Federal regulations and any directives which may from time to time be prescribed by the Universal Service Administrative Company. These rules are separate and apart from any rules prescribed as part of a state Universal Service program.

(C)

HAYNES & MOORE, LLC
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GEORGIA SOCIETY OF
CERTIFIED PUBLIC ACCOUNTANTS
CPA CONNECT
MEMBER FIRMS THROUGHOUT
THE UNITED STATES

June 5, 2013

Board of Directors
Ellijay Telephone Company
224 Dalton Street
Ellijay, Georgia 30540

Gentlemen:

We have reviewed the attached Form 479 for the years ended December 31, 2012 and 2011. The results of our review indicated that the Form 479 agrees in all material respects to the audited records of Ellijay Telephone Company for years ended December 31, 2012 and 2011. Please contact us if we can be of further service.

Sincerely,


Al Threlkeld
Partner

REDACTED – FOR PUBLIC INSPECTION

ELLIJAY TELEPHONE COMPANY (SAC 220360)

ATTACHMENT - LINE 3017

ATTACHMENT REDACTED IN ENTIRETY